

Program C: Vital Records and Statistics**OBJECTIVES AND PERFORMANCE INDICATORS**

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2003-2004. Objectives may be key or supporting level. The level of the objective appears after the objective number and before the objective text.

Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document. Performance indicators may be key, supporting, or general performance information level. Key level is indicated by a "K" in the "Level" column of the standard performance indicator table. Supporting level is indicated by an "S" in the "Level" column of the standard performance indicator table. General Performance Information indicators appear in tables labeled as General Performance Information.

Proposed performance standards do not reflect the most recent budget adjustments implemented by the Division of Administration during development of the FY 2003-2004 Executive Budget. Rather, proposed performance standards indicate a "To be established" status since the agency had insufficient time to assess the full performance impacts of the final Executive Budget Recommendation. As a result, during the 2003 Legislative Session, the agency will seek amendment to the General Appropriation Bill to identify proposed performance standards reflective of the funding level recommended in the Executive Budget.

DEPARTMENT ID: 09 - Department of Health and Hospitals

AGENCY ID: 326 - Office of Public Health

PROGRAM ID: Program C - Vital Records and Statistics

1. (KEY) Vital Records and Statistics, through its Vital Records Registry activities, will process Louisiana vital event records and requests for emergency document services annually through June 30, 2006.

Strategic Link: This objective implements Goal I Objective I.8 of the revised Strategic Plan: Vital Records and Statistics, through its Vital Records Registry activities, will process at least 174,000 of Louisiana vital event records annually and within 24 hours fill at least 98 percent of all requests for emergency document services through June 30, 2006.

Louisiana: Vision 2020 Link: This objective is linked to Goal 3: To have a standard of living among the top ten states in America and safe, healthy communities where rich natural and cultural assets continue to make Louisiana a unique place to live, work, visit and do business and Goal 1, Objective 8: To improve the efficiency and accountability of governmental agencies.

Children's Budget Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: Not Applicable

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
2528	K	Number of vital records processed	174,000	174,102	174,000	174,000	174,000	To be established
2547	S	Percentage of emergency document service requests filled within 24 hours	86%	82%	98%	98%	95% ¹	To be established

¹ The Records and Statistics Program project a slight decrease in the percentage of emergency documents processed in 24 hours, as these emergency document requests are now being accepted through satellite offices through out the state and then forwarded to central office instead of the emergency document requests going straight to central office.

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GENERAL PERFORMANCE INFORMATION:						
LaPAS PI CODE	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
		PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01	PRIOR YEAR ACTUAL FY 2001-02
11227	Birth record intake	66,251	67,296	61,453	66,744	65,722
11229	Death record intake	40,541	41,056	37,928	40,998	42,196
11231	Marriage record intake	40,186	39,544	40,179	35,899	38,010
11232	Divorce record intake	14,558	12,526	12,297	16,353	14,534
11234	Abortion record intake	11,745	11,353	9,943	11,918	10,895
11235	Fetal death record intake	556	556	602	441	545
11236	Total number of birth, death, fetal death, marriage, divorce, abortion, and still birth certificates accepted	173,053	172,331	162,402	183,705	174,102
13748	Percentage of records processed on a current flow basis within 30 days of receipt.	100%	100%	100%	100%	100%
2547	Percentage of counter services customers served within 30 minutes	75%	84%	78%	86%	82%
2548	Percent of mail requests issued within two weeks.	65%	78%	96%	96%	89%

¹ Current flow basis refers to the time frame in which documents are received for review and acceptance from the originators of the documents (funeral homes, hospitals, etc.). "Current" is within 30 days of receipt.